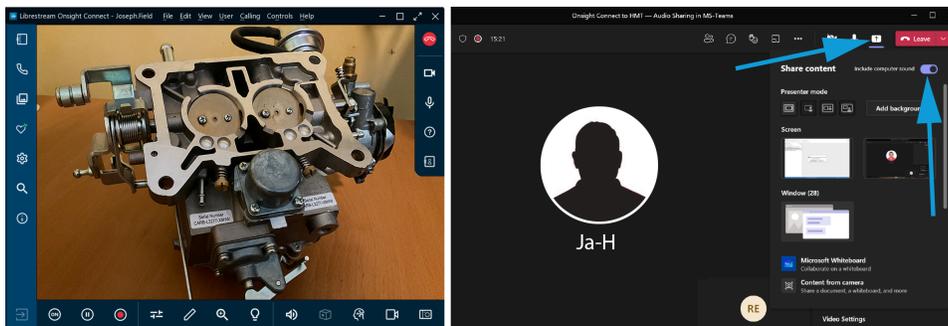


Onsight Connect to HMT — Audio Sharing in MS-Teams



Using Microsoft Teams (MS-Teams) is a simple and effective way for customers to communicate during online meetings. You can also use MS-Teams to include participants from an Onsight Call. This feature enables you to share and collaborate with an expanded team and increase the number of participants on the call.

Typically, this process includes:

1. Establishing an **Onsight Connect** call.
2. Launching **MS-Teams** and joining a live meeting.
3. Sharing your screen and enabling the option to include computer sound.

 **Note:** Sharing will not work with an external headset. Verify that your Personal Computer (PC) microphone and speakers are setup as the default in Teams. You must use your built-in PC microphone and speakers. Access MS-Teams settings by clicking the three dots (***) next to your initials, picture or avatar. Click **Settings > Devices** and select your **Audio devices** and **Speaker** from the drop-down menus.

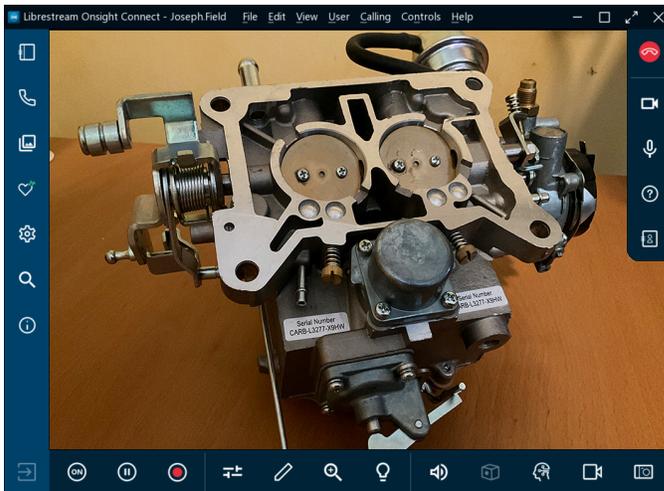
 **Important:** Both Onsight Connect and MS-Teams applications should be set to use the same audio devices (Your built-in PC Microphone and speakers) as you will be using air-coupling between your microphone and speaker to feed the Onsight audio. You can modify Onsight's settings by clicking **Settings**  from the left-side toolbar and selecting **Audio > Devices**.

 **Note:** Occasionally, some devices may cause echo artifacts to be heard.

Using the HMT to Share Audio using MS-Teams

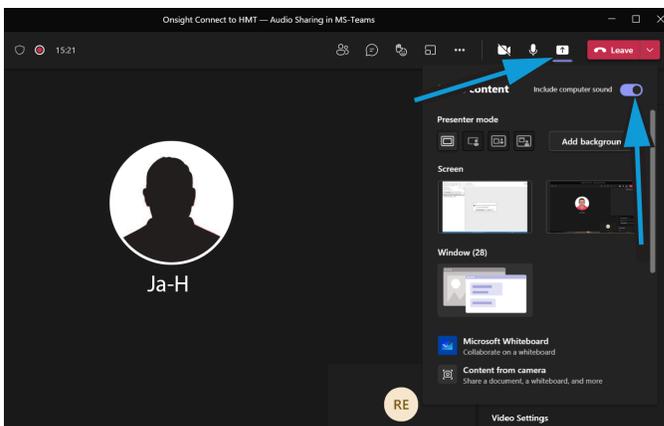
You must have downloaded and installed MS-Teams and have one or more licenses of Onsight Connect. In this task, you will establish an **Onsight Connect** call using MS-Teams.

1. Establish an **Onsight Connect** call between the **Host** and the **HMT user**.



2. Launch **MS-Teams** and join a live meeting.

3. Within MS-Teams, click the **Share Screen**  icon next to the red **Leave** (Hang up) icon and enable the **Include computer sound**  option.



 **Tip:** The Host must use their computer's Speaker and Microphone.

4. All participants including the HMT are able to hear audio.
This completes the procedure.

Related information

[Just-in-Time Training Materials](#)
[Support](#)

Notes:
